

# Let's Get Physical!



## An Overview of the MSFC Medical Center Physical Examination Program

Created by the SHE Wellness and  
Ergonomics Subcommittee (WERG)

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# Medical Center Physicals

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\* This SHE training module is designed specifically for **MSFC civil service personnel**. **MSFC contractor personnel who participate in the Physical Examination Program** for personnel certification, or to comply with regulations for medical monitoring, will also find this information useful.



# SHE Training Objectives

**Completing this module will help you to:**

- ◆ **Understand the physical examination services offered by the MSFC Medical Center.**
- ◆ **Understand the options available and the benefits provided by the Physical Examination Program.**
- ◆ **Support the Medical Center Team in their efforts to streamline the appointment scheduling and notification process.**
- ◆ **Respond to appointment notifications as needed, and in a timely manner.**
- ◆ **Perform your role in maintaining efficient processes for appointment rescheduling, by declining appointments and arranging more convenient dates and times.**
- ◆ **Opt-out of the Physical Examination Program, if medical monitoring for your job is not required by regulatory standards.**
- ◆ **Maximize program benefits and resources for everyone, by helping to reduce late cancellations and no-shows.**





# Medical Center Physicals

## *Benefits for Employees*



### ◆ Who benefits?

- Physicals are offered annually to NASA Civil Service employees
- Medical monitoring is provided to contractor personnel as dictated by job requirements and OSHA Standards



### ◆ Convenience and Time Saving

- Medical Center is located on-site in Building 4249
- Employees do not have to take leave for physicals or other Medical Center visits



### ◆ Monetary Value of “Free” Physicals/Cost Savings

- Joyce Eagan, COTR, Medical Center NASA representative, said: “Depending on the tests included, the exam would cost anywhere from \$450 to \$1000 if done downtown.”



### ◆ Confidential

- Patient visits and medical records are kept strictly confidential





# Physical Exam Services

## ◆ Basic Physical Exam Includes:

### – Part I: Lab

- Measurement of height, weight, blood pressure
- Chemistry Profile/blood count, urinalysis
- Resting electrocardiogram (check heart)



### – Part II: Medical Provider examination which includes the following:


- Review of Part I test results
- Eye, ear, nose and throat examination
- Head/neck/breast examination
- Genitourinary system assessment (hernia check)
- Heart and lungs assessment (using stethoscope to listen to sounds in chest and abdomen)
- Neurological assessment (checking reflexes)
- Skin cancer screenings
- Appropriate recommendations and patient education
- Additional tests may be performed or referrals if considered necessary by the medical provider.

\***NOTE** - For all non-OSHA mandated monitoring exams, the patient may select all or portions of the physical exam process.






# Physical Exam Services

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- ◆ **Additional tests/diagnostics** are offered annually for all voluntary and, as required, for OSHA monitoring exams:
    - Visual Acuity and Tonometry—test to screen for glaucoma
    - Spirometry—test of pulmonary (lung) functions
    - Audiogram—measurement of hearing
    - Chest X-ray (as dictated by OSHA Standard, or when requested by medical provider)
    - Treadmill (offered every 2 years for employees over age 45; 3 years for employees under age 45; annually for security force personnel; or as requested by a medical provider)

The tests below are offered to civil service employees:


- Mammogram—radiologic exam of breast to screen for cancer (per American Cancer Society guidelines)
- Prostate Specific Antigen (PSA)—blood test to screen for prostate cancer (per American Cancer Society guidelines)
- Fecal Occult Test—test to determine presence of blood in the stool (offered annually for employees age 40 and over)
- Pap Smear—test to check for cervical carcinoma

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- ◆ **Note:** All tests are optional for voluntary exams, and can be individually declined by the patient.



# Medical Center Physicals: *Testimonial to Benefits*

Axel Roth/DE01:

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- ◆ “During my regular medical examination, held in November 1998, Dr. Dye told me that my PSA count was elevated and that I should see my doctor about it. I did this, and my doctor indicated that since it was just outside the normal range and I did not have other symptoms, that we should just watch it. A subsequent test in July showed the same level as in November.
  - ◆ When I had my physical in November 1999, **Dr. Dye did not wait for our appointment, but took it upon himself to call me as soon as he received the test results. My PSA count had increased more, and this time I went to a Urologist, who took biopsy samples and confirmed the presence of cancer. I had surgery in January 2000. Doing fine (now).”**





# Medical Center Physicals: *Testimonial to Benefits*

## Shirley Blair/QS30:

- ◆ "Several years ago, the MSFC Medical Center alerted me to a problem with my thyroid. The blood work-up performed as part of my free yearly physical indicated a low level of thyroid hormone in my blood. I was advised to seek additional medical evaluation from my family physician, and have been on thyroid medication for several years now.
- ◆ Until the Medical Center detected this condition, I was unaware that I had a problem. If not treated, my health condition could have deteriorated. I did not suffer any significant health problems since this condition was noted early, and I sought medical advice and treatment based on the recommendation of the MSFC Medical Center physician.
- ◆ The MSFC Medical Center staff has performed my yearly physical since I became a MSFC employee. My family physician tells me the NASA physical is more comprehensive than my insurance would allow her to perform on a yearly basis. It is comforting to know that the free yearly health screening could detect serious health problems, and allow me a greater probability of recovery based on early detection and treatment. I applaud the efforts of the Medical Center staff at keeping our MSFC work force at work and healthy."

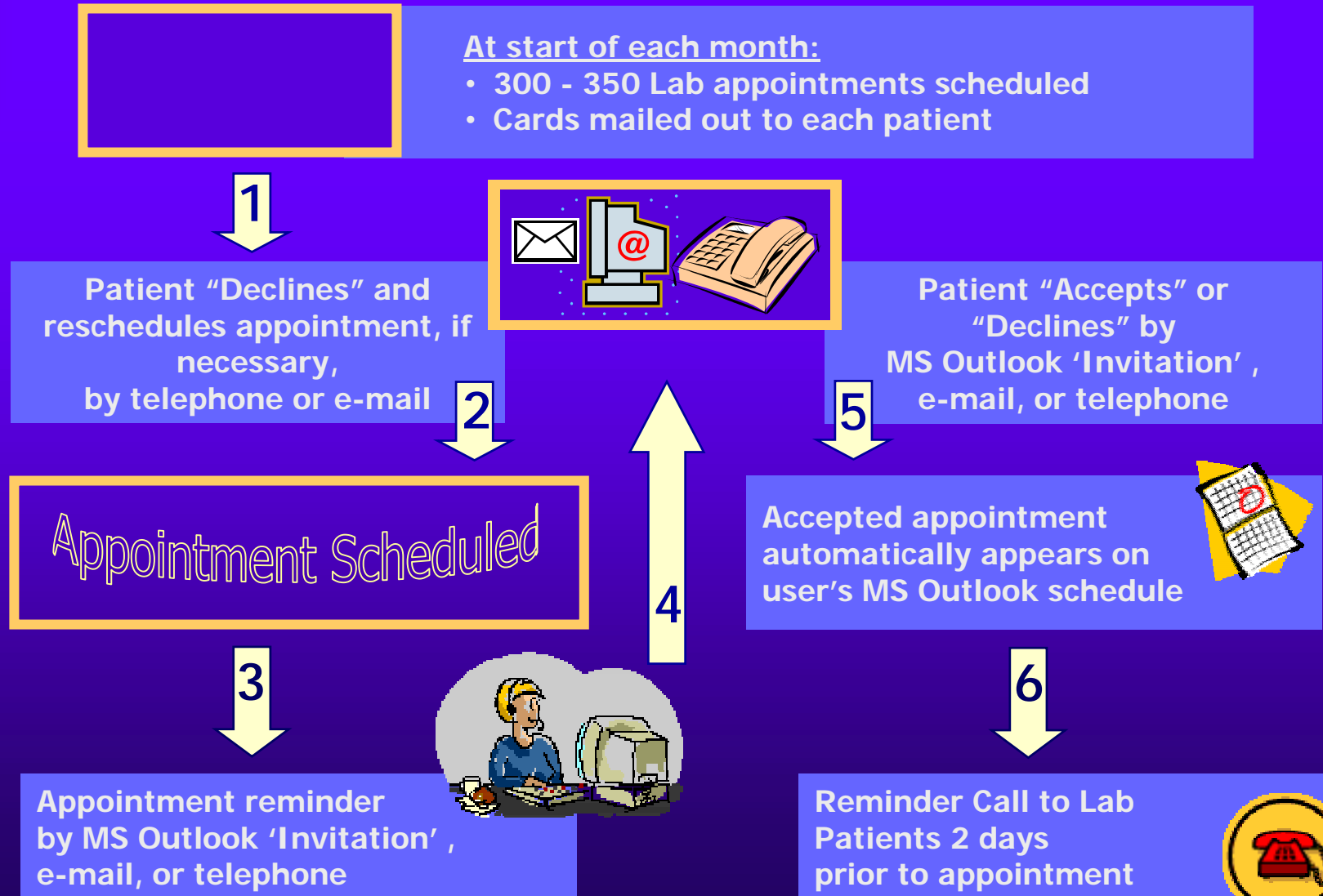






# Appointment Scheduling

## *Diagram of New Process*





# Appointment Scheduling Process

1. At least 2 weeks in advance, Medical Center Scheduler mails an initial Lab appointment notification card to the employee, with a proposed appointment date.
2. If a more convenient time is needed, the employee **Declines** and reschedules appointment, by e-mail or telephone. Employee **Accepts** by *not replying*.
3. The Medical Center Scheduler sends a **reminder** to the employee, by MS Outlook 'Invitation', e-mail, or telephone.
4. The employee has a **second chance** to **Accept** or **Decline** the appointment, replying by MS Outlook 'Invitation', e-mail, or telephone.



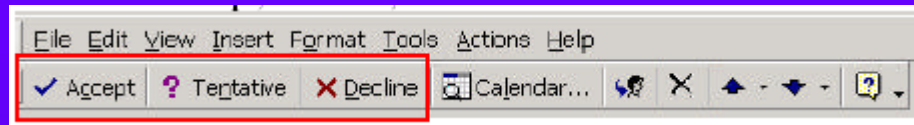
**Note:** Use of the MS Outlook 'Invitation' feature, to Accept or Decline, is a key change in the process.



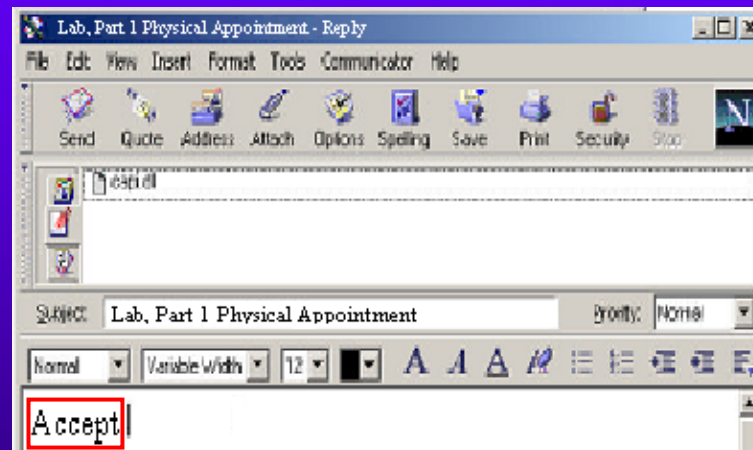
# Appointment Scheduling Process

## 5. If replying by e-mail, rather than telephone:

- A. MS Outlook Users: Employee **selects "Accept" or "Decline" button** at top of invitation. Accepted appointment is automatically added to employee's MS Outlook Schedule.



- B. Other E-mail Applications: Employee **replies** to invitation, and **types "Accept" or "Decline" in the message body**.

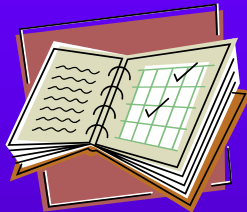


6. The Medical Center Scheduler gives **Lab Patients a reminder call 2 days before the appointment -- a third chance to Accept or Decline.**



# Changing Scheduled Appointments

- ◆ You can **Reschedule** or **Cancel** your appointment:
  - At initial contact, after receiving a reminder, or as needed.
  - Reply or send an email to [Peggy.Young@msfc.nasa.gov](mailto:Peggy.Young@msfc.nasa.gov); OR
  - Call 544-5731.



## PLEASE...



- ◆ **Help Reduce the Number of NO-SHOWS & LATE CANCELLATIONS**
- ◆ **BE COURTEOUS:** Cancel at least **48 hours** in advance.
- ◆ **NOTE:** Appointments Cancelled Within 24 Hours Of Appointment Usually Cannot Be Filled By Others.

## Keep Your Appointments





# Self-Removal from MSFC Physical Services

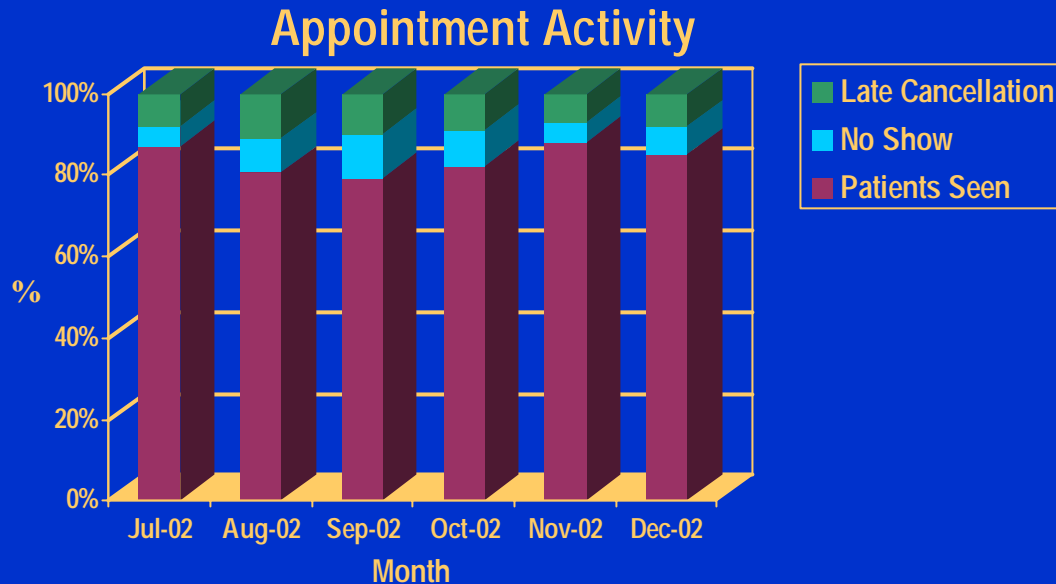
## ◆ “Opting Out” of Annual Physical Services

- Fill out and sign Form 171 (Aug 2002 version), and send to Medical Center.
- Medical Center staff will record “Non-participant” status in your file, and you will not be scheduled for future physicals.
- Medical Center staff will also change the scheduling database to reflect your new status.

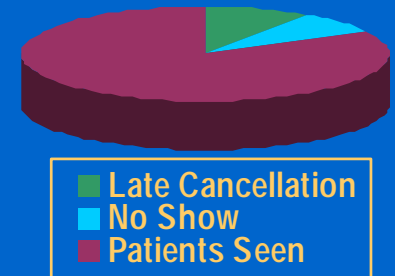




# Physical Appointment Metrics



**Jul - Dec 2002  
Appointments**



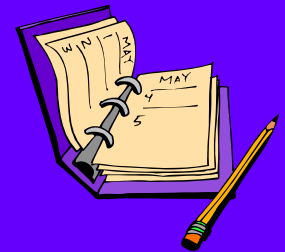
Appointment Activity Count	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Total Late Cancellation	60	94	79	64	51	49
Total No Show	42	74	85	63	36	45
Total Patients Seen	664	656	605	599	599	529

- ◆ 'No show' rates are highest for first (lab work) portion of physical
- ◆ Appointment 'no shows' & 'late cancellations' cost about \$100 each





# Impact of Missed Appointments



## KEEP YOUR APPOINTMENTS:

- ❖ On average, **17% of appointments are missed, or cancelled too late** for the slot to be filled by another patient!
- ❖ Each missed appointment costs about **\$100**.
- ❖ **Over 750 appointments** were missed between July and December 2002. You do the math!!



## YOU CAN HELP!

- ❖ Confirm appointment with Scheduler by Accepting e-mail invitation of a scheduled appointment.
- ❖ Decline or Reschedule appointment by notifying Scheduler via e-mail invitation or telephone.
- ❖ Cancel appointments at least 48 hours before scheduled date and time.





# MSFC Medical Center Physical Exams:



- ❖ Safeguard your health...
- ❖ Monitor the health effects of your work...
- ❖ Save your time and money...
- ❖ Show the true value MSFC places on YOU!

## LET'S GET PHYSICAL!

